the PULSE

BOSTON, MASS. JANUARY, 1964

NEW ENGLAND DEACONESS HOSPITAL

Progress Report!

56 DOCTORS MOVING INTO OFFICE BUILDING

The new nine-story Medical Office Building at 110 Francis Street is rapidly nearing completion and occupancy.

Most of the 56 physicians listed as tenants have already moved their offices into the modern structure adjacent to the Deaconess Hospital.

Completion is expected during February. Eighty per cent of the doctors' offices space has been leased and the connecting six-level parking facility is in operation.

Six floors of the building are designed for office space, including the terrace level facing the Riverway and floors 2, 6, 7, 8 and 9.

On floors 3, 4, and 5 there will be twenty-one single and 42 twin guest rooms. These guest rooms will be available to friends and families of patients in our hospital. Ambulatory patients from out of town who must stay in the area for an extended period for consultations will be accommodated.

The guest rooms reflect excellent interior planning, including wall-to-wall carpeting, draperies, contemporary furniture, bath and shower, television and air conditioning.

Pat Arrigo, former pharmacist at the hospital, has gone into business for himself as proprietor of a pharmacy on the street floor of the Medical Office Building.

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R. D. LOWRY COMPLETES DECADE AT NEDH HELM

Department heads surprised Mr. Robert D. Lowry recently by noting his 10th anniversary on January 1, 1964, as executive director of hospital and presenting him a book entitled "Men, Ships and the Sea."

The man who stands at the helm of the hospital throughout the year, stands at the helm of his boat during his vacation hours, a fact which accounts for the nautical gift.

NEDH IS FIRST IN NATION TO INSTALL NEW COMPUTER

The soft hum and dignified clatter of an electronic "brain" in a room on Deaconess Roof tell a dramatic story of progress in hospital business methods.

A machine as modern as a moonshot proves that leadership of the New England Deaconess Hospital is not restricted to the fields of medicine and surgery.

The Deaconess is the first hospital in the nation — probably the world — to install an IBM electronic data processing computer to perform split-second "thinking." With pushbutton ease and lightning speed, the electronic marvel produces such complex records as patients' bills and payroll data.

Some measure of its speed can be seen in the latter. Two days are required to complete payroll records. When the system is fully switched over to the "electronic brain," the two-day task will be performed in two hours.

The computer system will replace bookkeeping machines in the cashier's office and the present electric-mechanical system on Deaconess Roof. Richard E. Lee, controller and assistant executive director, is directing the project.

Major application of the computer is for patient billing.

The IBM 1440, as the computer is designated, can produce a bill immediately, not only listing many pages of charges but also showing how much will be paid by insurances and how much by the patient.

A portion of the computer system resembles a juke box. This maintains all the records on five discs capable of retaining two million characters of information.

Assume that a patient is to be charged for a laboratory test. First, a charge ticket is made out on the patient's floor. The patient has a number, assigned upon admission, and this number plus the test number are punched into an IBM card.

The card is placed in the machine. Automatically, the machine looks up the test number, finds the price and description, looks up the patient's number and identity, and places the charge for the test into the patient's record on the electronic disc.

Each charge is recorded similarly. At any time, the current bill for the patient can be obtained by punching the patient's number on a keyboard of the "electronic brain." This activates the computer and it types out the bill on a special form.

Each laboratory test, pharmacy service, etc., is identified — possibly hundreds in a long, complicated hospitalization. The bill is pro-rated to indicate how much the patient's insurances, if any, will pay and how much the patient owes.

Identification of each charge will save considerable time if a patient seeks additional explanation of his bill. It will enable the cashier's office to tell immediately, for example, the specific type of laboratory test made on a certain date.

All regular hospital accounting and payroll work will eventually be done with the aid of the computer. It offers endless potential.

"In time, we may be able to use the computer to make nursing assignments and schedule the staff most effectively. It could indicate which patients need the most nursing attention and evaluate nursing units," explains Mr. Lee.

The electronic "brain" will never replace tender loving care, but it may tell who needs it most, and how much.

Other hospitals in the Boston area and elsewhere in the country are following the lead of the Deaconess and acquiring the computers.

Deaconess personnel with a top role in adopting the new scientific wonder to the Deaconess are Albert Smith, supervisor; Richard Coyne, machine operator; Mary Lou Sirois, key punch operator, and Carole Birkinshaw, key punch operator.

IBM personnel are present to install equipment, carry out tests and instruct in its use.

FRIENDS CONTRIBUTE $36,696 TO AID HOSPITAL AND NURSING SCHOLARSHIPS

The sincere gratitude of all affiliated with the Deaconess Hospital is extended to the Friends of the Deaconess for their contribution of $36,696 during fiscal 1963.

This outstanding generosity, reflecting their many hours of volunteer effort, will benefit patients, students, visitors — all who come to the hospital — far into the future.

Mrs. James T. Mountz, president, and Mrs. Shields Warren, treasurer, explained the purposes for which the gifts were given as follows:

$10,000 — unrestricted; $1,800 — new furnishings in the lobby of CRI; $3,000 — landscaping of Joslin Park; $2,000 — air conditioning the volunteer office and smock room; $4,000 — for three "Pacemakers" used to monitor the heart and stimulate it if it should stop; $10,000 — toward construction of the new Shields Warren Radiation Research Center; $5,896 — Nursing School scholarships.

The scholarship fund was raised as follows: $1,712 from the Christmas Bazaar; $800 in special gifts; $1,584 from the Pops concert, and $1,800, Coffee Shop Scholarship.

New Building

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The "Riverway Restaurant," also on the street floor, is scheduled to open about February 1. This will have a 300-patron capacity, with both dining room and cafeteria. It will also be equipped to handle private functions.

The Protein Foundation, under Dr. James Tullis, will become a tenant on the sixth floor.

Dr. William A. Meissner will establish laboratory facilities on the second floor and Dr. Joseph H. Marks will provide X-ray services in the building to serve patients of the doctor-tenants.

MEDICAL OFFICE BUILDING TENANTS

Specialty

CARDIOLOGY
- Hinton, Elmer, E., M.D.
- Levine, Harold D., M.D.

DERMATOLOGY
- Tilley, Robert F., M.D.

INTERNAL MEDICINE
- Bailey, C. Cabell, M.D.
- DeFriez, Albert I., M.D.
- Fischer, Jurgen H. A., M.D.
- Friend, Dale G., M.D.
- Howard, Frank A., M.D.
- Hoyt, Lyman H., M.D.
- MacDonald, George E., M.D.
- McDaniel, L. Tillman, M.D.
- Miller, Joseph M., M.D.
- Peters, Carey M., M.D.
- Pyle, Hugh M., M.D.
- Roehrig, Charles B., M.D.
- Tullis, James L., M.D.

NEUROLOGY
- Locke, Simeon, M.D.

OBSTETRICS — GYNECOLOGY
- Gauld, A. Gordon, M.D.
- Gorbach, Arthur C., M.D.
- Stone, Bartlett H., M.D.
- Yahia, Clement, M.D.

OPHTHALMOLOGY
- Carroll, John M., M.D.

ORTHOPEDIC SURGERY
- Lupien, Gordon F., M.D.
- Mayo, Richard A., M.D.

PATHOLOGY
- Copeland, Bradley, M.D.
- Legg, Merle, A., M.D.
- Meissner, William A., M.D.
- Warren, Shields, M.D.

PERIODONTOLOGY
- Sullivan, John F., D.M.D.

PODIATRY
- Cotton, Richard S., D.S.C.

PSYCHIATRY
- Kravitz, Arthur B., M.D.
- Lipsitt, Don R., M.D.
- Rak, Ian Paley, M.D.
- Vorenberg, John, M.D.

RADIOLOGY
- Kellett, Mirle A., M.D.
- Marks, Joseph H., M. D.

RESEARCH LABORATORIES
- Protein Foundation
- Sullivan, Robert D., M.D., Lahey Foundation

SURGERY
- Albright, Hollis L., M.D.
- Albright, Tenley E., M.D.
- Anglem, Thomas J., M.D.
- Franseen, Clifford C., M.D.
- Hoar, Carl S., Jr., M.D.
- Kerr, Richard C., M.D.
- McKittrick, John B., M.D.
- McKittrick, Leland S., M.D.
- Merrill, Keith, Jr., M.D.
- Patterson, W. Bradford, M.D.
- Pratt, Theodore C., M.D.
- Rowbotham, John L., M.D.
- Spellman, John W., M.D.
- Wheelock, Frank C., Jr., M.D.

UROLOGY
- Crabtree, Harvard H., M.D.
- Desautels, Robert E., M.D.
- Graves, Roger C., M.D.
- Woodruff, Lorande M., M.D.

VASCULAR SURGERY
- Edwards, Edward A., M.D.

January 15, 1964

NEW ENGLAND DEACONESS HOSPITAL BOWLING LEAGUE

Division A

Team No.	Pinfall to Date Incld. Handicap	Pts.
1 — D. Colleran	21302	67
4 — M. Weigand	21167	62
2 — C. Schraub	20724	58
3 — W. Emery	20567	27

High Singles for Year

C. Schraub	136
C. Bain	102

High 3-String for Year

C. Schraub	357
B. Anderson	274
T. Sirois	274

High Average for Year

C. Schraub	101
B. Anderson	84

Division B

Team No.	Pinfall to Date Incld. Handicap	Pts.
7 — S. Meek	21193	65
5 — W. Flatley	20979	56
8 — B. Weeden	20961	52
6 — R. Bentley	20791	41

High Singles for Year

R. Bentley	134
R. Chute	118
S. Meek	118

High 3-string for Year

R. Bentley	340
S. Meek	299

High Average for Year

R. Bentley	97
S. Meek	93

Division C

Team No.	Pinfall to Date Incld. Handicap	Pts.
11 — M. Hennessey	20922	70
10 — R. Lee	21061	68
12 — N. Steele	19678	56
9 — C. Fisher	21523	50

High Singles for Year

D. Lowry	144
M. Hennessey	110

High 3-string for Year

B. Hart	360
L. Glawson	281
D. Shurtliff	281

High Average for Year

B. Hart	106
M. Hennessey	83

STUDENTS OFFERED 5 FUN ACTIVITIES

Nursing school students will enjoy faculty-sponsored extra-curricular activities from now until April.

Each of five programs is scheduled twice a month and students may participate in as many as they desire.

Proving most popular are the physical and sports activities, held at the Windsor School gymnasium under the guidance of Barbara Brookes, clinical instructor and assistant to the associate director of education.

Clinical Instructor Fern Jewett is sponsoring bridge. Arts and Crafts is headed by Constance Hoyt, O. R. surgical instructor; music appreciation, by Ellen D. Howland, nursing school director; reading for fun, Librarian Beryl Paine.

Senior teas will commence in February. Four seniors at a time will act as hostesses, gaining the experience of planning and serving under the guidance of Miss Vera Russell.

Guests will include students, friends, families, faculty, department heads and others.

ELECTED!

Miss Ellen D. Howland, director of nursing, was elected president-elect of the Massachusetts League of Nursing at the annual meeting in the Statler Hilton Hotel.

Nearly 500 members attended the sessions.

The most precious thing any man can have is the goodwill of others.
It is something as fragile as an orchid — and as beautiful.
As precious as a gold nugget — and as hard to find;
As powerful as a great turbine — and as hard to build;
As wonderful as youth — and as hard to keep.
— Author unknown

NEWS SPREADS!

The co-operative education plan by Northeastern University and N. E. Deaconess Hospital is gaining widespread recognition. In a recent issue the New York *Herald Tribune* pictured Joanne M. Macdonald, a pre-medical technology major in the university's College of Liberal Arts, working in the NEDH clinical laboratory to gain practical experience.

EMPLOYEES RECEIVE 61 PINTS OF BLOOD

The NEDH employees blood bank plan is proving to be a highly valuable and successful program, according to the chairman Milton B. Nelson.

Thirteen hospital employees have received a total of 61 pints of blood since the plan was started.

Mr. Nelson, the hospital's credit manager, describes the response of donors and the gratitude of recipients as most satisfying. Employees are helping to save the lives of their fellow employees in a program beneficial to all.

The procedure is simple.

Chairman Nelson maintains a list of employees who have designated their willingness to contribute blood when the need arises. If an employee is hospitalized and requires transfusions, Nelson contacts persons on the list.

If they are able to give at the time, they do so.

Why not jump on the band wagon! Give your name to Mr. Nelson in the credit office on Central 1.

MAGAZINE DESCRIBES QUALITY CONTROL IN NEDH LABS

Dr. Bradley E. Copeland's pioneering efforts in bringing quality control to the Deaconess Hospital and his role in trying to introduce it to all hospital laboratories was featured in the January issue of *Laboratory Management Magazine.*

Citing laboratory control as "the new look in pathology labs," the national periodical outlines for the country how the Deaconess laboratories established a system that works most effectively.

It explains how Dr. Copeland, under the aegis of the Council on Clinical Chemistry of the American Society of Clinical Pathologists, has determined and placed in effect national standards. These, it is pointed out, give doctors a yardstick for significant measurements and eliminate errors and inconsistencies in clinical testing.

Mrs. Linda Rockenmacher and Miss Claire Lebel of the Deaconess laboratories are pictured in four photographs in the magazine illustrating how quality control is carried out.

RECORDING — Miss Claire Lebel tallies monthly mean values.

TESTING — Mrs. Linda Rockenmacher selects quality control sample.

THRIFT SHOP ADVENTURES – THEN AND NOW

The Thrift Shop is an outgrowth of a series of rummage sales held by the Friends of the Deaconess at various locations, at a church in the South End, in vacant stores, and, most popularly, at the Brookline Town Hall.

There were many adventures, including an attempted hold-up, and the ladies learned the many ways the shoplifter plies his trade — all the pants disappeared from the men's suits and were found wrapped around a woman customer, warm shoes were left behind by a customer who swapped his worn footgear for new shoes and walked off without payment.

Mrs. Warren recalls the close cooperation she was given by Mrs. Robert Garrett and Mrs. Harold B. Kenton.

The merchandise for the sales was accumulated in Mrs. Warren's family play room and it was here that the goods were sorted and marked and frequently sold long before the public sale actually took place. As much as $1,000 worth of merchandise — out of a total sales value of $2,500 — was sold in Mrs. Warren's basement.

Mrs. Warren found that she was running a perpetual rummage in her home and eventually asked the hospital for space to set up a sales room.

An upstairs room in the old repair shop — an old yellow house which stood on the site of the present modern maintenance building — was provided in 1951 and the Deaconess Thrift Shop was launched, opening one day a week.

The ladies kept the shop stocked by cleaning out garrets and soliciting donations wherever they might be found.

Miss Edith Wright, a retired school teacher, was an able assistant to Mrs. Warren at this period and frequently her former pupils came to visit and to buy.

After five years, the Thrift Shop moved to a room in Harris Hall and in October, 1961 moved into its present location in the Deaconess Building with direct access to Pilgrim Road.

One of the most exciting donations ever received by the Shop was a hat-box full of trinkets, including a chain of sparkling rhinestones. The developed judgment of the ladies led to having the necklace appraised. It proved to be worth $23,000 and was returned to the donor who had, of course, not intended to donate it.

A good many choice antiques have been given to the Thrift Shop over the years.

REFRESHMENT TIME — Employees take time out to enjoy fun and food at Christmas party.

HELP!!!

Thrift Shop stock is considerably depleted at this time of year and donations are urgently needed.

"Bundle parties" helped to provide wares for the shop in the fall, but most items were sold during the successful pre-Christmas season. Continued contributing is needed to maintain the stock at a level which will attract the most customers.

Donations may be left at the Volunteer Office on Baker 1 or taken directly to the Thrift Shop during the hours it is open. Volunteers will pick up contributions at the house if donors cannot bring them in.

The name and address of the donor should be attached. Acknowledgments of the total value of donations are mailed at the end of the year to support federal income tax deductions.

All gifts ultimately benefit the hospital. Last year the Friends earned a record high $8,722 from sales in the shop and contributed this, with their other income, to the hospital.

Needed especially are china, glass, bric-a-brac and clothing. Mrs. St. John Morgan, chairman, and Mrs. Max Gersumkey, co-chairman also list costume jewelry and playing cards as popular items suggested as donations.

Located in the Deaconess Building with direct access from Pilgrim Road, the large salesroom is complete with clothing racks, bins of linens, clothing, rows of shoes, shelves of books, luggage, and odd items of all kinds.

An always-busy spot is the adjoining workroom where bundles and boxes are opened. Donations must be sorted, sized, marked and priced.

Occasionally gifts of high value are given and must be appraised to determine the selling price.

Among the customers are employees, visitors, patients, and shoppers and dealers who visit the shop regularly to buy antiques.

Thrift Shop volunteers donated 2,465 hours in fiscal 1963.

The Thrift Shop is open on Monday, Tuesday, Wednesday and Friday from 10 A. M. to 4 P. M.

SPREADING CHEER at the annual employees' Christmas party were W. Clifford Fisher, with cap, and Charles F. Schraub. Happy recipients of candy are Edythe M. Phelps, left, and Helen R. Levi.